

## 11 – RENTAL POLICIES/ TERMS RECAPPED

1. **PICKUP:** You **MUST** call or text when ready for pickup to **STOP** your rental and to get scheduled for pickup.
2. **FUEL:** You receive the equipment full of diesel/ fuel. If you do not top off upon return- we charge \$9 per gallon. Fuel gauges aren't always accurate. Always check the tank when filling up
3. **CLEANING:** If equipment requires more than a quick rinse with garden hose; we charge a \$70 cleaning fee; and that covers up to the first hour.
4. **OVERAGES:** A 24 hour rental allows you to keep the equipment for 24 hours and allows up to 8 hours of use on meter. If you go over 8 hours on the meter; or keep equipment beyond the 24 period; the fee is \$50 per hour; but caps at the daily rate and then extends you for another 24 hour rental if needed- IF available.
5. **DAMAGES:** We do **NOT** offer damage insurance. Any damages are payable by you.
6. **BREAKDOWNS:** Any breakdowns; call right away. Send a few pictures so we can assess the situation and have a plan by the time we call you back. Breakdowns will be determined as chargeable to customer OR deemed wear and tear by the Technician performing service call based upon the information he sees in front of him.
7. **CREDIT CARD:** ID and Credit Card must match the name of the person renting. You must provide ID and Credit Card for payment upon delivery.
8. **EXTRA DAYS:** If you need extra days on your rental; call as soon as possible. If there is a reservation for your equipment and we cannot move things around; we cannot allow you to keep the equipment longer.
9. **WORKING ON SLOPE:** Our equipment have rubber tracks; not Metal tracks. . You can track the machine up and down slopes. But working your equipment on a slope is **not approved**. You will stretch and slip tracks off doing so. This will incur a Service Call Fee if we are called out to put track(s) back on.
10. **PICKUP ACCESS:** Equipment must be parked at front of property with all buckets and/or attachments next to it **AND** be accessible when ready for pickup or there will be additional trip fee charges.
11. **CANCELLATION POLICY:** We do not currently charge for cancellations or changes to your Reservation. But if you do not cancel the reservation in time and our trucks are on the road with your equipment; you will pay the Delivery **AND** Pickup fee.